Debt Management Monitor (DMM)

United States Marine Corps

Defense Travel System (DTS) Curriculum

Introduction

- As a Defense Travel System (DTS) Debt Management Monitor (DMM):
  - Responsibility to satisfy traveler debt by ensuring collection from the traveler
  - Failure will result in loss of monies due the Government

Overview

- Main topics of this lesson include:
  - Identify the role of DMM
  - Identify DMM responsibilities
  - Debt management process
  - Debt tracking process for Marines

Overview

- Main topics of this lesson include:
  - Debt tracking process for non-Marines
  - Concluding the debt management process
  - Identify applicable regulations
  - Identify available resources

Lesson Purpose

- The purpose of this lesson is to introduce responsibilities of the Debt Management Monitor (DMM) to satisfy traveler debt

Evaluations/Safety

- Evaluated by your participation
- Safety/Administrative Notes:
  - House/local rules
  - Location of restrooms
  - Location of emergency exits
  - Training will cease in the event of an emergency
  - Cell phones off or on vibrate

Transition

- Questions?
- Next: responsibilities of the DMM

What is a DMM?

- Monitors and manages debt
- Tracks DUE US overpayments
- Coordinates actions to be taken against debt
- Records results of those actions
- Resolves problems arising from the debt collection process

What is a DMM?

- Responsible for initiating debt collection action to recover monies owed
- DOD Contractors cannot be DMMs
- Appointed by commander or representative using DD Form 577

Note

- Each unit with the authority to expend travel funds must have a DMM appointed to perform these duties.
- The Installation/Senior Commander may decide to consolidate this function at a higher level.

Permission Levels

- In order to perform duties and responsibilities, DMMs are assigned the following permissions:
  - Permission Levels 0 and 6
  - Organization and Group access
  - DMM indicator marked “yes” in the profile

Recommended Permissions

- Recommended outside of DTS permissions:
  - Marine Corps Total Force System (MCTFS) with 03
  - MCTFS diary retrieval (option in MCTFS)
  - TRS screen (option in MCTFS)
  - Future and present LES (options in MCTFS)
  - Standard Accounting Budget and Reporting System (SABRS)
  - Electronic Document Access (EDA)

Other Positions

- DMMs may also hold the position of Post Payment Review (PPR) official

Complete DD Form 577

APPOINTMENT/TERMINATION RECORD - AUTHORIZED SIGNATURE

(Read Privacy Act Statement and Instructions before completing form.)

13. POSITION TO WHICH APPOINTED *(X as applicable (one only))*

☐ DISBURSING OFFICER	☐ DEPUTY DISBURSING OFFICER	☐ DISBURSING AGENT
☐ PAYING AGENT	☐ CASHIER	☐ COLLECTION AGENT
☐ CHANGE FUND CUSTODIAN	☐ IMPREST FUND CASHIER	☐ CERTIFYING OFFICER
☐ DEPARTMENTAL ACCOUNTABLE OFFICIAL		

14. YOU ARE HEREBY APPOINTED TO SERVE IN THE CAPACITY IDENTIFIED IN ITEM 13. YOUR RESPONSIBILITIES INCLUDE:

15. YOU ARE ADVISED TO REVIEW AND ADHERE TO THE FOLLOWING REGULATION(S) NEEDED TO ADEQUATELY PERFORM THE DUTIES TO WHICH YOU HAVE BEEN ASSIGNED:

Required Training

- Required within 3 months of appointment and annually:
  - USMC DTS Curriculum DMM training
  - USMC DTS Curriculum Travel Regulations Training

Users and Travelers

- Users are DOD personnel who:
  - Interact on behalf of another person
- Travelers are DOD personnel who:
  - Interact with DTS on their own behalf
  - Prepare own authorizations, vouchers
- DOD contractors support; are not travelers, AOs, SAOs, LDTAs, ODTAs, FDTAs, DMMs
  - Cannot obligate funds or approve payments

Role of the AO

- Determines when travel is mission essential
- Authorizes travel, authorizes funds to be obligated, approves travel expenses
- Responsible for informing traveler of DTS debt
- Assists travelers with status of authorizations
- Personally and financially liable

Role of the LDTA

- Assigns and monitors roles and permissions
- Manages installation’s DTS program
- Provides support to tenant activities
- Maintains Tier II Helpdesk
- Ensures required training is conducted

Role of the FDTA

- Assisting in management of DTS budgets
- Point of contact for DTS financial-related activities, including SABRS rejects
- Establishes, maintains, and reconciles LOAs and budgets

Role of the ODTA

- Responsible for daily administration of DTS at organizational level
- Primary contact for subordinate organizations, including Tier I Helpdesk support
- Monitors routing lists, groups, and people

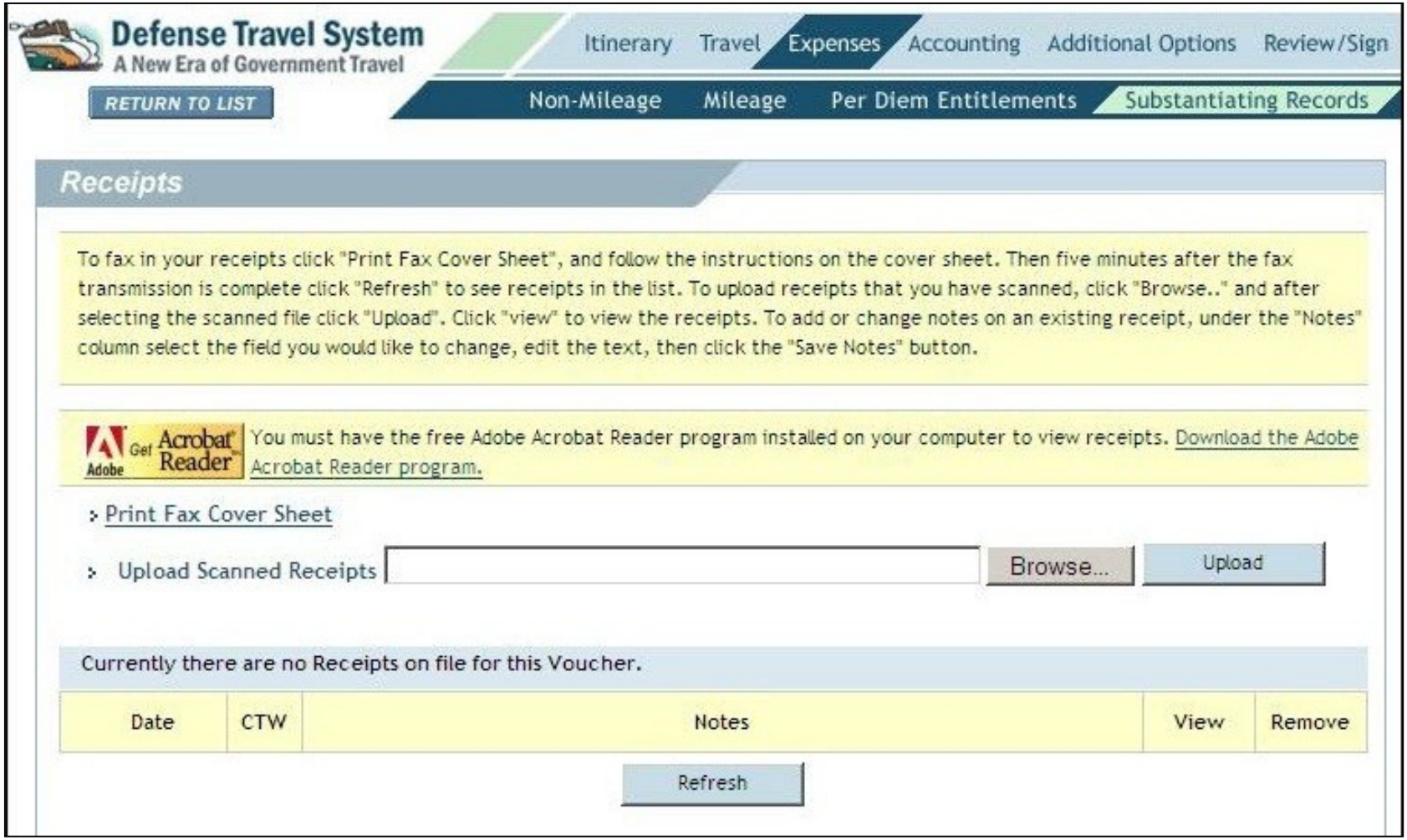
Traveler's Responsibilities

- Complete an authorization prior to travel
- Create voucher or local voucher
- Change estimated to actual expenses
- Make sure all expenses are claimed and required receipts are uploaded as supporting records

Traveler's Responsibilities

- NDEAs can sign vouchers "T-ENTERED" when DD Form 1351-2/SF 1164 has been signed
  - NDEAs present voucher to traveler for review and signature
  - Voucher must be resigned if money changes
- Traveler responsible for data entered by NDEA

Substantiating Records


Defense Travel System
A New Era of Government Travel
RETURN TO LIST
Itinerary
Travel
Expenses
Accounting
Additional Options
Review/Sign
Non-Mileage
Mileage
Per Diem Entitlements
Substantiating Records
Receipts
To fax in your receipts click "Print Fax Cover Sheet", and follow the instructions on the cover sheet. Then five minutes after the fax transmission is complete click "Refresh" to see receipts in the list. To upload receipts that you have scanned, click "Browse.." and after selecting the scanned file click "Upload". Click "view" to view the receipts. To add or change notes on an existing receipt, under the "Notes" column select the field you would like to change, edit the text, then click the "Save Notes" button.
Get Acrobat Reader
You must have the free Adobe Acrobat Reader program installed on your computer to view receipts. Download the Adobe Acrobat Reader program.
Print Fax Cover Sheet
Upload Scanned Receipts
Browse...
Upload
Currently there are no Receipts on file for this Voucher.
Date
CTW
Notes
View
Remove
Refresh

When Debt Occurs

- Traveler must complete and AO approve a voucher, local voucher, or amendment AND total previous payments exceed actual reimbursable expenses
- Debt also occurs if traveler fails to complete a voucher and received a Scheduled Partial Payment (SPP) on the authorization

When Debt Occurs

- Payments include:
  - Non-ATM advances
  - Scheduled partial payments (SPPs)
  - Previous vouchers or local vouchers
  - Post payment review (PPR)
- See scenarios in Student Guide

Debt Management

- Debt management: identifying, tracking, collecting, recording of debt-related activity
- DMMs perform debt management
- Identifying debt is responsibility of all personnel involved in the travel process

DTS's Role

- Identify DUE US status
- Notify individuals of the debt
- Establish accounts receivable (A/R) and update it as necessary
- Automatically update status of debt on digital signature page of DTS

DTS's Role

- Records collections to the travel record
- Allow DMM to record waiver/remission
- Allow DMM to request payroll collection
- Allow DMM to "write off" uncollectible debt
- Sends satisfied record to DOD archives/ Management Information System (MIS)

DTS's Role

- DTS sends debt notification emails to DTA ID reject email address for traveler's organization
- AO, traveler, and organization's reject email receive notification
- Your organization's DTA reject email address:

Transition

- Questions?
- **<u>Question</u>**: When does debt occur within DTS?

Transition

- **Answer**:
  - The traveler completes and the AO approves a voucher, local voucher, or an amendment to a document and
  - The total previous payments exceed the actual reimbursable expenses
- Next: identify DMM's responsibilities

DMM's Responsibilities

- Accurate tracking and processing of actions related to debt incurred by a traveler
- Collection of Government funds from the traveler when travel settlement results in a debt to the Government
- Retrieve and maintain required reports

Confirmation of Due Process

CONFIRMATION OF DUE PROCESS SERVED

To establish that a traveler has a Balance Due to the Government as a result of an excess travel payment, due process notifications must have been served.

Due process notifications include a first notification screen warning display to the traveler when the voucher is signed, that a debt may be owed to the Government, or, in the case of voucher signed by an NDEA, an email to the traveler that a debt may be owed to the Government. The second notice is an email that is sent to the traveler when the Authorizing Official approves the voucher that contains a Balance Due to the Government, which informs the traveler that a debt is owed to the Government.

As the Debt Management Monitor, you should have received the second notice email that was transmitted to the traveler. In addition, Authorizing Officials are required to contact you to inform you that the traveler has received the notification that a debt is owed to the Government.

If you are able to confirm that due process has been served, select OK below, and the DUE PROCESS SERVED status stamp will be applied to the document. If you are unable to confirm that due process has been served, select CANCEL below, which will return you to the Debit Details page. You should take the necessary steps to confirm that the traveler has been served with due process prior to selecting the DUE PROCESS SERVED status stamp.

OK Cancel

DMM's Responsibilities

- Ensure due process is preserved and traveler can repay the debt within 30 days
- Apply "DUE PROCESS SERVED" stamp for:
  - Non-Marine travelers after "A/R POSACK" stamp
  - Automatic for Marine travelers after "POSACK" stamp; research reject errors

DMM's Responsibilities

- After "POSACK" stamp is A/R submitted, DTS will generate email providing traveler with:
  - Instructions on waiver/appeal process
  - Repayment instructions

Waiver/Appeal Responsibilities

- Maintain all waiver/appeal records
- After waiver package submitted, contact traveler, IPAC or Disbursing/Finance office to obtain a copy via Document Tracking Management System (DTMS)

Waiver/Appeal Responsibilities

- Update DMM Module – waiver submitted
- For Marines, if payroll collection submitted, request a stop before entering waiver
- See the “DMM-DTS Functions” chart in the Student Guide for DMM’s responsibilities for Marines and non-Marines

Transition

- Questions?
- **<u>Question</u>**: How long do travelers have to repay the debt before action is taken against their pay?

Transition

- **Answer**: 30 days to repay the debt or file a waiver request

Transition

- **<u>Question</u>**: Who applies the “DUE PROCESS SERVED” stamp on a civilian Government employee?

Transition

- **Answer**: The DMM does

Transition

- **<u>Question</u>**: What do you do if the "DUE PROCESS" stamp is not applied for Marine travelers?

Transition

- **Answer**: Research the digital signature page for A/R submit reject errors, correct the reject and reprocess the voucher to obtain an A/R POSACK

Transition

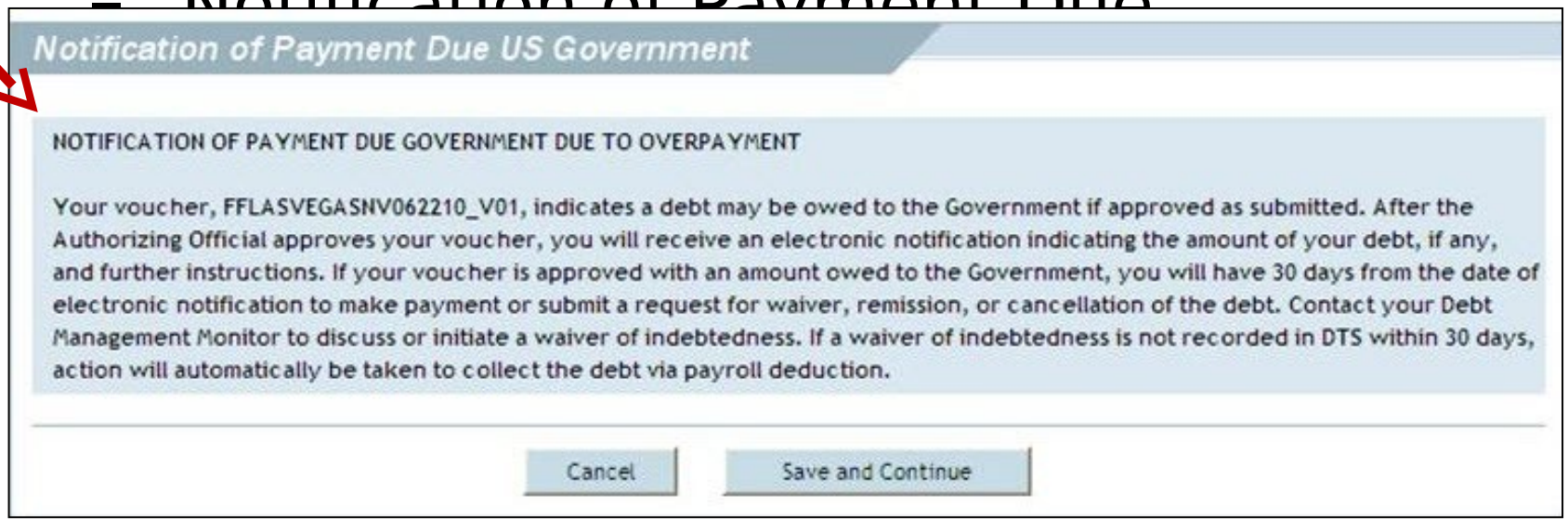
- **<u>Question</u>**: Is managing the debt in DTS for non-Marine travelers performed by DTS or the DMM?

Transition

- **<u>Answer</u>**: The DMM
- Next: debt management process

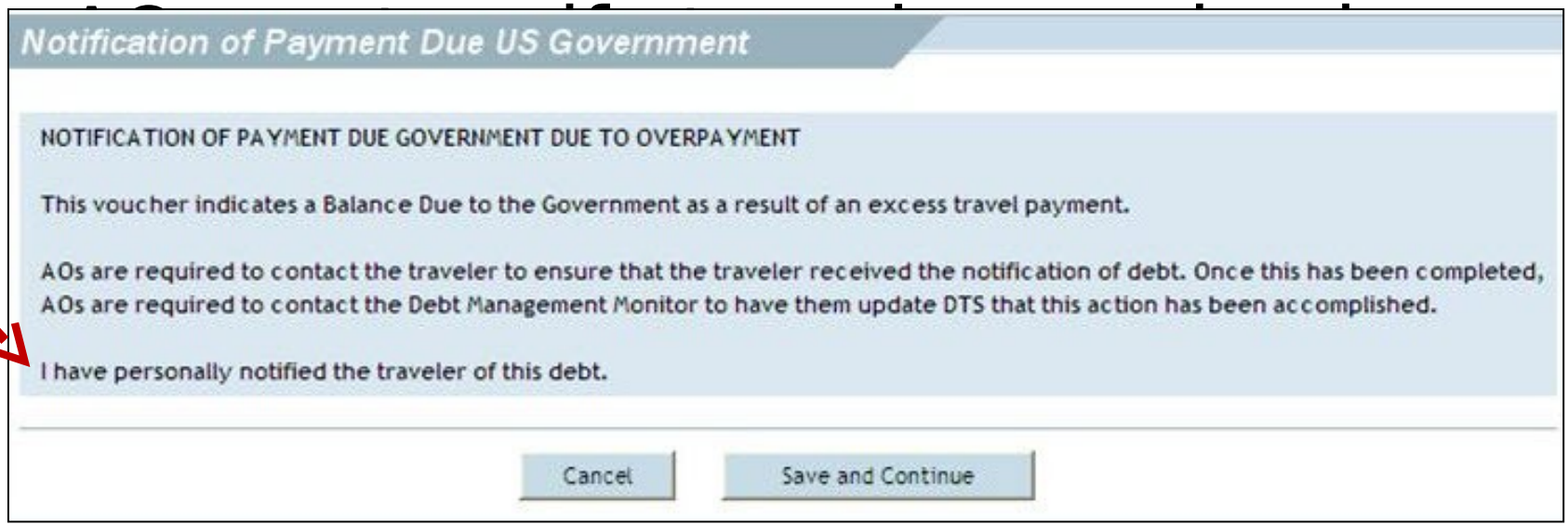
Debt Tracking Process

- When DUE US voucher signed by traveler:
  - "Notification of Payment Due


Notification of Payment Due US Government
NOTIFICATION OF PAYMENT DUE GOVERNMENT DUE TO OVERPAYMENT
Your voucher, FFLASVEGASNV062210_V01, indicates a debt may be owed to the Government if approved as submitted. After the Authorizing Official approves your voucher, you will receive an electronic notification indicating the amount of your debt, if any, and further instructions. If your voucher is approved with an amount owed to the Government, you will have 30 days from the date of electronic notification to make payment or submit a request for waiver, remission, or cancellation of the debt. Contact your Debt Management Monitor to discuss or initiate a waiver of indebtedness. If a waiver of indebtedness is not recorded in DTS within 30 days, action will automatically be taken to collect the debt via payroll deduction.
Cancel
Save and Continue

Debt Tracking Process

- Traveler receives second notice when AO approves the voucher and it is accepted


Notification of Payment Due US Government
NOTIFICATION OF PAYMENT DUE GOVERNMENT DUE TO OVERPAYMENT
This voucher indicates a Balance Due to the Government as a result of an excess travel payment.
AOs are required to contact the traveler to ensure that the traveler received the notification of debt. Once this has been completed, AOs are required to contact the Debt Management Monitor to have them update DTS that this action has been accomplished.
I have personally notified the traveler of this debt.
Cancel
Save and Continue

Results of “DUE US”

- $10.00 or less is due, DTS allows AO to write off the debt before approving the document
  - Only opportunity for automated process
  - Only on initial voucher approval
- More than $10.00 due and AO approves the voucher, it is a debt for the traveler

Debt Tracking Process

- Email for DUE US voucher signed by ND[illegible]

DATE: MM/DD/YY
FROM: Defense Travel System
TO: Traveler@organization.mil
CC: AO@organization.mil; DMM@organization.mil

Subject: DTS Due U.S. Notification

Your voucher, signed by the Non-DTS Entry Agent, indicates a debt may be owed to the Government if approved as submitted.

Name of traveler:
SSN: XXX-XX-(last four)
Name of travel document:
TANUM:
Organization:
Potential Amount Due Government:

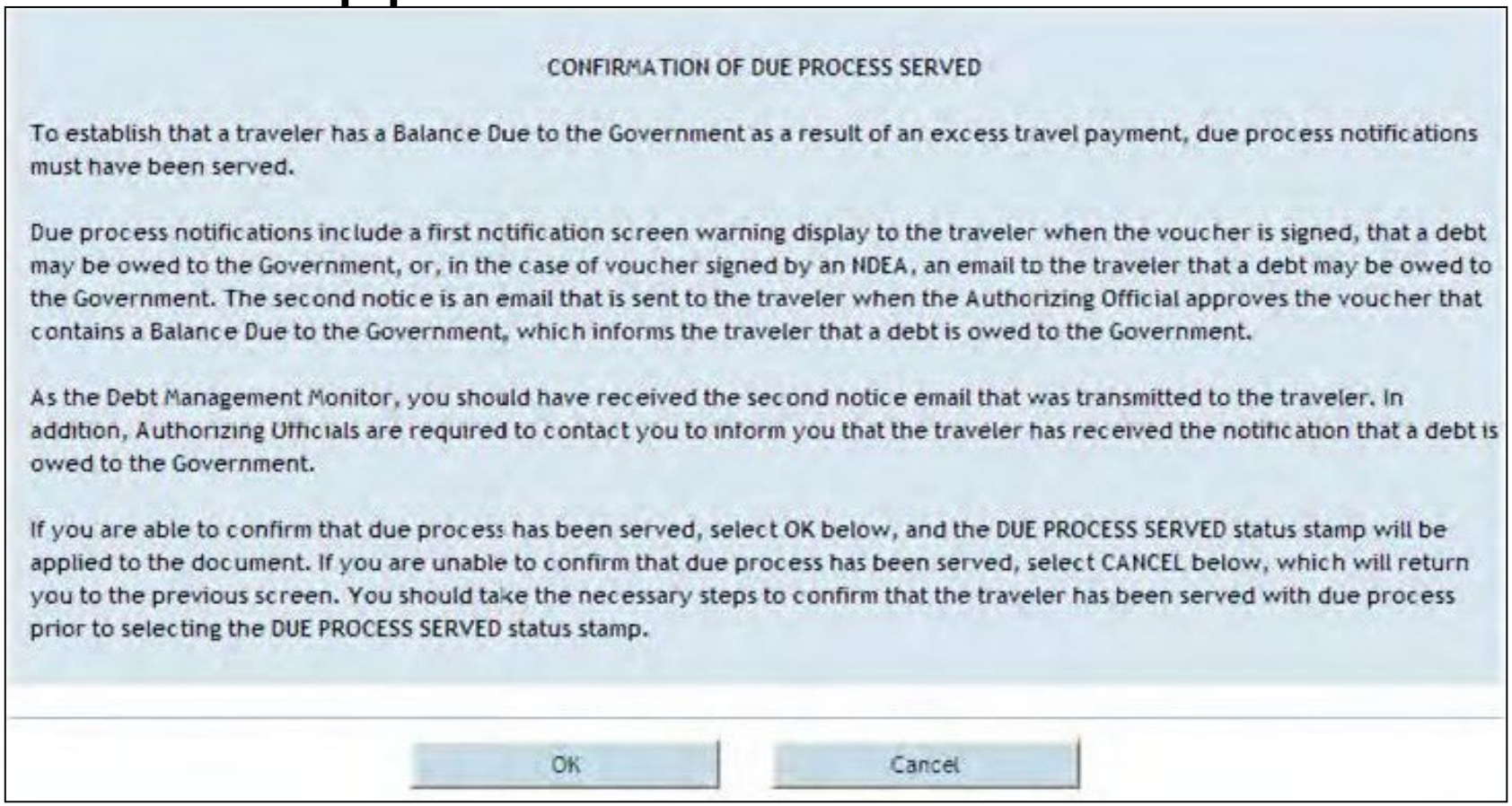
After the Authorizing Official approves your voucher, you will receive an electronic notification indicating the amount of your debt, if any. If your voucher is approved with an amount owed to the Government, you will have 30 days from the date of electronic notification to make payment or submit a request for waiver, remission, or cancellation of the debt.

Please contact your Debt Management Monitor for instructions on how to make payment or how to request a waiver.

Please do not respond to this email.

Debt Tracking Process

- DMM applies “DUE PROCESS


CONFIRMATION OF DUE PROCESS SERVED
To establish that a traveler has a Balance Due to the Government as a result of an excess travel payment, due process notifications must have been served.
Due process notifications include a first notification screen warning display to the traveler when the voucher is signed, that a debt may be owed to the Government, or, in the case of voucher signed by an NDEA, an email to the traveler that a debt may be owed to the Government. The second notice is an email that is sent to the traveler when the Authorizing Official approves the voucher that contains a Balance Due to the Government, which informs the traveler that a debt is owed to the Government.
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OK
Cancel

Debt Tracking Process

- After 96 hours, DTS sends initial A/R to the accounting system to set up the debt:
  - Accounting system notifies DTS: A/R posted
  - DTS emails notice to the traveler, AO, DMM, DFAS
- Procedures to collect the debt are different for Marines, civilians, and non-Marine Service members

DMM Gateway

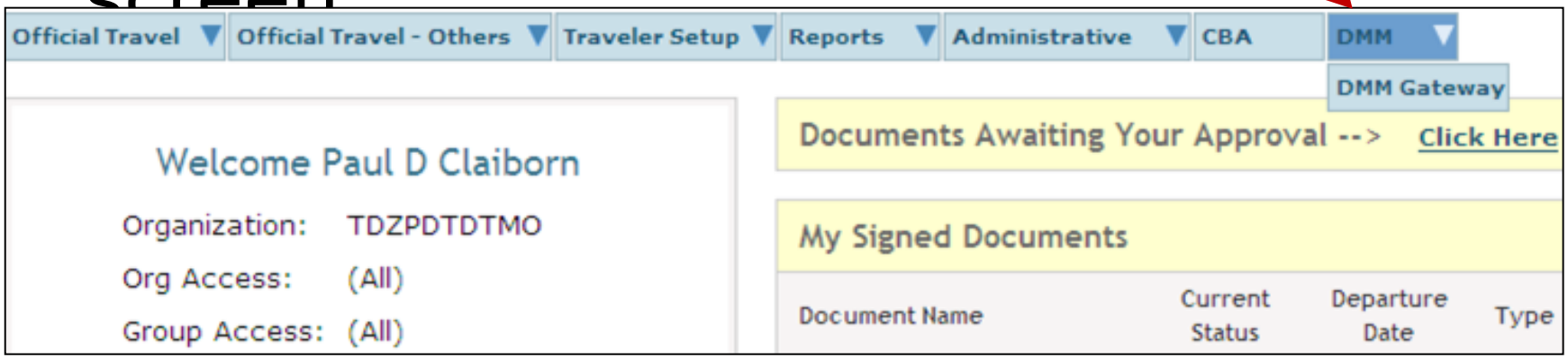
- Centralizes debt management tasks
- Provides details of payments, collections, and waivers/appeals
- Allows DMM to perform actions on DUE US vouchers and local vouchers

DMM Gateway

- Click the “print” button to refresh the voucher that has been repaid but still shows DUE US
- “DUE PROCESS SERVED” stamp must be applied before other options are available

DMM Gateway

- Access DMM Gateway through menu bar on the “DTS User Welcome” screen



DMM Gateway

- DMM Gateway functions:
  - "Due Process" – view vouchers that have A/R POSACK need "DUE PROCESS SERVED" stamp
  - "Debt Details" – on "Due Process" and "Debt Lookup" navigation bars; has tabs with available actions

DMM Gateway

Debt Details

Manual Collection | Waivers/Appeals | Payroll Collection | Response Imaging

Review the debt information

Organization Name:	DFCWT
Traveler Name:	Sam Damon
Traveler SSN:	XXXXX5593
Travel Document Number:	0NUNAA
Travel Document Name:	SD042205_L01-01
Original Amount of Debt:	$ 40.00
Date Traveler Notified of Debt:	04/22/05

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	04/22/05	40.00	40.00
DUE PROCESS SERVED	05/06/05	0.00	40.00

DMM Gateway

- DMM Gateway functions:
  - Debt Lookup – search for a debt based on criteria
    - Traveler must belong to Marine Corps organization or group for results to appear

DMM Gateway

- DMM Gateway functions:
  - Action Required – locate debts the DMM intervention is required
  - Awaiting Response – debts that the DMM is waiting a response from external source
  - All Debt – displays all debts the DMM

Debt Management Stamps

- "Debt Management Stamps" handout (Appendix C from "Guide to Managing Travel-Incurred Debt") describes:
  - Stamp name and purpose
  - Whether stamp is automatic or manual
  - If a manual stamp, who applies it

Debt Settlement by Traveler

- 30 days to repay debt or request a waiver
- Mail payment to DFAS Indianapolis
  - Include copy of debt letter
- Make entire payment using pay.gov; partial payments not recommended via pay.gov

Debt Settlement by Traveler

- Payment not accepted and payroll collect will not process if voucher in A/R Reject status
  - Do not instruct traveler to initiate payments unless A/R POSACK is received
- Request payroll deduction be started

Debt Settlement by Traveler

- Apply for a waiver:
  - Usually requested within 30 days
  - Can be 3 years for civilians or 5 years for Service members
  - Collection after 30 days if no waiver requested
- Appeal a disapproved or partially approved waiver

DMM and Waivers

- If payroll collection has not started:
  - DMM enters waiver request in DMM Gateway
  - Waivers are approved, partially

Record Waiver Request Submission
Traveler: Kim Carson Travel Document Name: KCLASVEGASNV071710_V01
Please enter the amount and the date of submission:
*Amount 974.90
*Date (mm/dd/yyyy) 07/21/2010
Save and Continue
Cancel

DMM and Waivers

- Waivers/Appeals screen in DMM Gateway

Waivers/Appeals

Click the 'Select' Column link to see the details for the debt or to process it.
Click the 'Appeal' Column link to create an appeal to a Disapproved Waiver. $974.90

Create New Waiver for this document

Traveler Name: Kim Carson
Travel Document Name: KCLASVEGASNV071710_V01

Select	Type	Last Action	Last Action Date	Amount Requested	Amount Approved	Age (Days)	Appeal
	Waiver	WAIVER REQ SUBMIT	07/21/2010	974.90	0.00	0	
	Waiver	WAIVER DISAPPROVED	07/21/2010	974.90	0.00	0	Create

Return to Debt Details

DMM and Waivers

- If payroll collection has started:
  - Payroll collection must be stopped
  - Use DMM Gateway to stop collection, allow to cycle overnight
  - Verify MCTFS D812 Remark for effective date; make sure there is a “stop” date
  - In DMM Gateway, process “Waiver Submit”

DMM and Waivers

- If payroll collection has started:
  - After payroll office accepts waiver, stop payroll collection request
  - Submit waiver in DMM Gateway
  - On Debt Management Report, enter date waiver was submitted; upload copy into document
  - Take no other action until results are received

DMM and Waivers

- External offices involved in waivers:
  - Offices determined by local, Service, or agency business rules
  - Debt and Claims Management Office (DCMO) at DFAS-Indianapolis
  - Defense Office of Hearings and Appeals (DOHA)

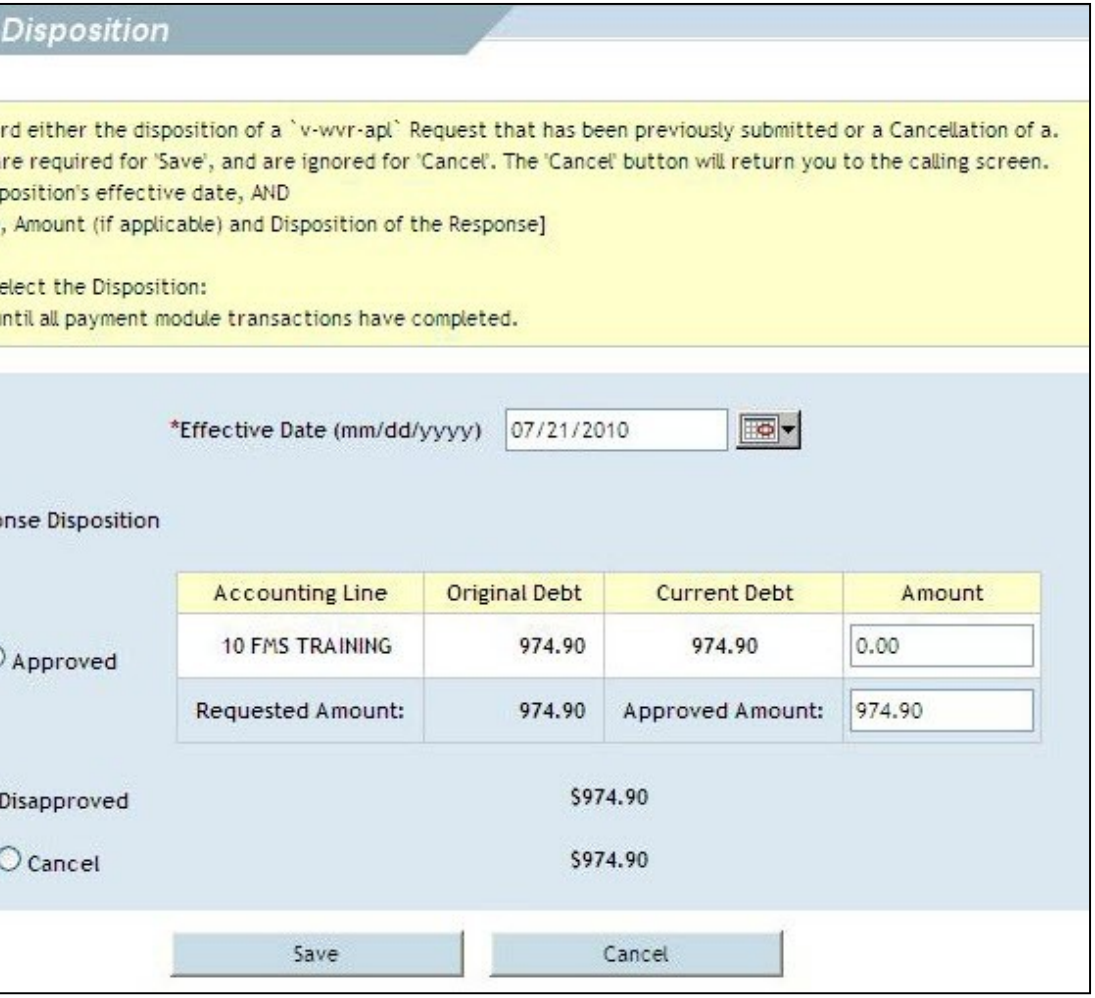
DMM and Waivers

- DMM manually records approval or disapproval into DTS:
  - Approval automatically amends voucher, DTS generates waiver A/R to accounting system
  - Disapproval starts 30-day clock for collection; follow up to make sure payroll collection restarts

DMM and Waivers

- DMM manually records approval or disapproval into DTS:
  - Manually record results in “Record Waiver Disposition” screen
  - Waiver due to a cancelled trip cannot be granted

Waiver Disposition Screen

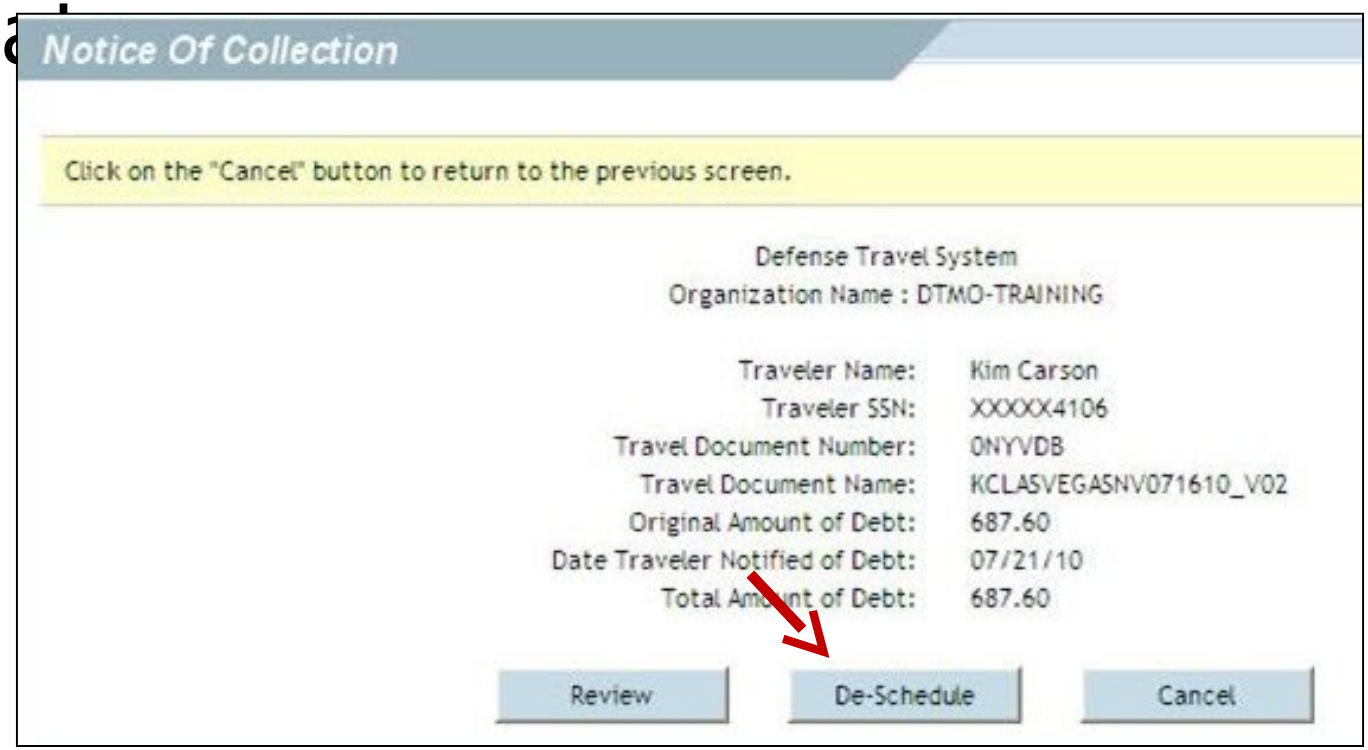


DMM and Waivers

- Payroll collection and waivers entered in DMM Gateway, click on “Due Process”

Prevent Debt Collection

- DMM can prevent collection by selecting "De-Schedule" in DMM Ga



Prevent Debt Collection

- De-Schedule resets clock to zero
- Used ONLY if traveler:
  - Waiver has been submitted and accepted by Disbursing/Finance Office (DTMS)
  - Repaid the debt and repayment is validated
  - Amended the claim and “DEBT SATISFIED” stamp has been applied

Coordinate Debt Collection

- DMM shall coordinate debt collection with:
  - Accounting Officer: SABRS
  - Disbursing/Finance Officer: MCTFS
  - Civilian Personnel Office: DCPS
  - Defense Finance & Accounting Service, Army, Air Force, Navy, and DOD agencies

Transition

- Questions?
- **<u>Question</u>**: Which link provides details of payments, collections, and waivers/appeals and to initiate all actions on DUE US documents?

Transition

- **Answer**: The DMM Gateway

Transition

- **<u>Question</u>**: A traveler can be instructed to voluntarily make a payment only after _____.

Transition

- **<u>Answer</u>**: An A/R submitted POSACK is received on the document
- Next: debt tracking process for Marines

Debt Tracking – Marine

- Payroll collection is automatic in DTS
- Debt settlement actions DMM can take:
  - 27 days after notification, Marine receives 2nd email stating pay will be debited in 5 days
  - After the 5 days, collection automatically forwarded to MCTFS
  - After 32 days, automatic deduction occurs if not repaid or waiver requested

Debt Settlement – Marine

- If after 40 days and collection not initiated:
  - Document stamped “Pay Collect Requested”
  - “Notice of Collection “ (NOC) screen displays
- NEVER stamp “PAY COLLECT APPROVED” on a Marine

Notice of Collection- Marine

Notice Of Collection

Click the "Notice Of Collection" button to view the Notice Of Collection.
Click on the "Cancel" button to return to the previous screen.

Defense Travel System
Organization Name : DTMO-TRAINING

Traveler Name:	Kim Carson
Traveler SSN:	###-##-4106
Travel Document Number:	0NYVCX
Travel Document Name:	KCLASVEGASNV071710_V01
Original Amount of Debt:	974.90
Date Traveler Notified of Debt:	07/21/10
Total Amount of Debt:	974.90

Transaction Type: NEW

*Amount/Pay Period: 0.00

Special Notes:

Notice Of Collection | Cancel

Debt Tracking – Marine

- If does not occur automatically, ensure/verify:
  - Traveler received into an organization
  - Branch of Service and “agency employed by” is correct (USMC/USMC, Navy/Navy, etc.)
  - No 10 digit SSN (######1111 vice ###-##-1111)
  - Debt not satisfied
  - If above correct, request payroll collection
  - If all are correct, manually request pay collect

Debt Tracking – Marine

- Traveler can request by email immediate payroll collection
- Enter approval or rejection of pay deduction

Waiver Disposition

Record Waiver Disposition

This screen is to record either the disposition of a `v-wvr-apl` Request that has been previously submitted or a Cancellation of a.
Fields marked with * are required for 'Save', and are ignored for 'Cancel'. The 'Cancel' button will return you to the calling screen.
Please enter: The disposition's effective date, AND
for the Response, Amount (if applicable) and Disposition of the Response]
OR
for Cancel, just select the Disposition:
Approve not allowed until all payment module transactions have completed.

*Effective Date (mm/dd/yyyy) 07/21/2010

*Response Disposition

	Accounting Line	Original Debt	Current Debt	Amount
○ Approved	10 FMS TRAINING	974.90	974.90	0.00
	Requested Amount:	974.90	Approved Amount:	974.90

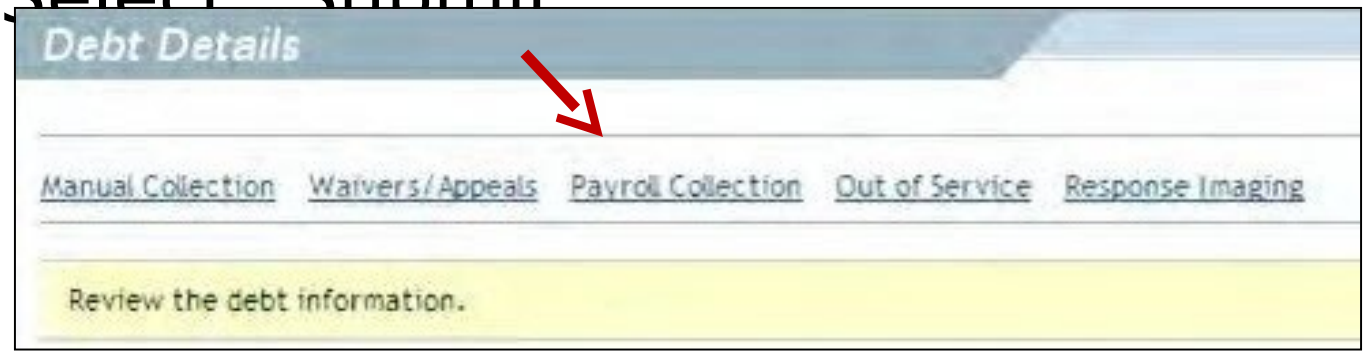
○ Disapproved $974.90

○ Cancel $974.90

Save Cancel

Debt Settlement – Marine

- On the “Debt Details” screen:
  - Ensure “DUE PROCESS SERVED” is present
  - Select “Payroll Collection”
  - Complete “Notice of Collection”
  - Select “Submit”



Debt Settlement – Marine

Debt Details

Manual Collection | Waivers/Appeals | Payroll Collection | Response Imaging

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Travel Document Name:	SD042205_L01-01
Original Amount of Debt:	$ 40.00
Date Traveler Notified of Debt:	04/22/05

Status Type	Status Date	Amount	Balance Due U.S.
DUE US	04/22/05	40.00	40.00
DUE PROCESS SERVED	05/06/05	0.00	40.00

Debt Settlement – Marine

- With no rejects, process automatic after “DUE PROCESS SERVED” stamp is applied
- Marine’s commanding officer may request a liquidation of the indebtedness
- If ECC/EAS sufficient, DMM submits Gateway entry for 10%, 15% of disposable pay

Debt Settlement – Marine

- DMM receives positive or negative acknowledgement from MCTFS:
  - Positive POSACK: “Pay Collect Approved”
    - or
  - Negative transaction: “Pay Collect Rejected”

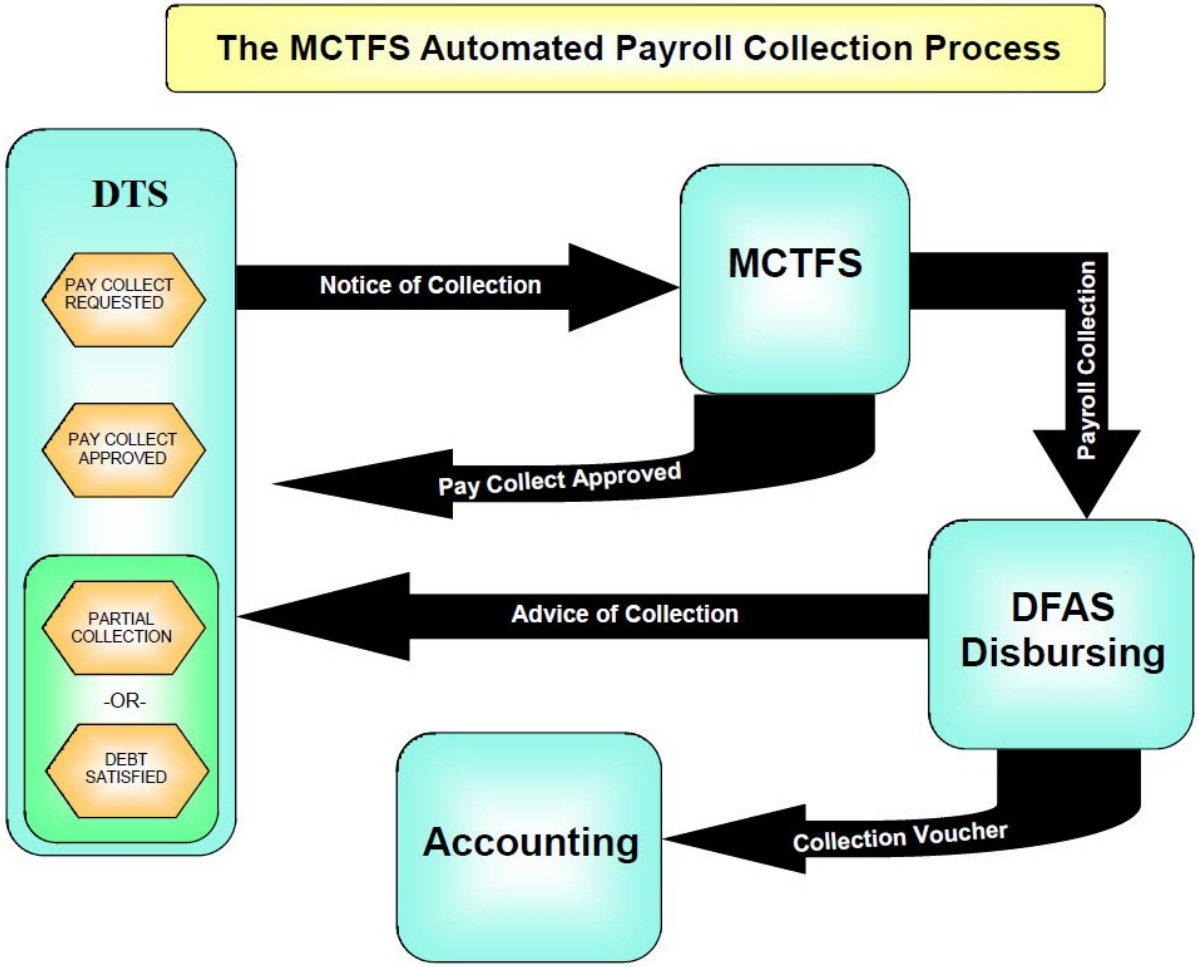
Debt Settlement – Marine

- If rejected:
  - DMM researches error message and resubmits or not
  - Do not resubmit if: retired, separated, inactive reservist, or deceased
  - If not resubmitted: process write off, OOS, or manual collection

Debt Settlement – Marine

- DFAS sends Advice of Collection (AOC) to DTS:
  - DTS updates trip record if DFAS records the AOC
  - DFAS may not be able to record the AOC (GAFS Reject)
  - Marine Corps notified of GAFS Reject, DMM advised or corrective action by HQMC
- Originating DMM mains oversight if Marine transfers to another duty station

MCTFS Payroll Collection



Manual Collection - Marines

- DMM Gateway allows DMM to record direct payment from indebted traveler when automated process cannot be used
- Verify debt not repaid, then:
- Step 1. Ensure due process has been served

Manual Collection - Marines

- Step 2. Gather and submit the following substantiating documentation to local DO/FO:
  - Travel voucher, other that identifies and links traveler to the debt
  - Ensure debt is valid, collection is enforceable, and accounting data is identified
  - Confirmation from LDTA that document cannot be processed further in DTS

Manual Collection - Marines

- Step 3. Obtain certification payroll collection processed: LES showing deduction (NOT a future LES)
- Step 4. After collection, prepare SF 1080, Voucher for “Transfers Between Appropriations and/or Funds” to transfer funds to correct appropriation

Note

- If the debt covers multiple lines of accounting, the SF 1080 must list multiple lines for collection, identifying the portion of the collection for each LOA.

Manual Collection - Marines

- Original SF 1080 and copy of substantiating documents sent to DFAS
- Wait 30 days for processing
- After 30 days, verify collection recorded in DTS
- If not recorded in DTS, request collection voucher (CV) from DFAS

Manual Collection - Marines

- After 30 days:
  - Record collection manually in DMM Gateway (situation dictating)
  - Upload copy of CV into substantiating documentation without amending voucher
  - Use voucher fax cover sheet

Manual Collection - Marines

- **NOTE**: This is not the normal process to record collection of a debt
- After collection of debt, contact servicing comptroller to ensure collection recorded and ensure SABRS is recorded

Manual Collection - Marines

- Stamp “PAY COLLECT APPROVED” only when:
  - DMM receives confirmation the debt was accepted and being processed by DCPS or DJMS
  - Non-Service members, non-Government civilian employees, contact unsuccessful and debt must be written off; apply after requesting write off/OOS transfer

Transition

- Questions?
- **<u>Question</u>**: What must the DMM do to start payroll collection for Marines?

Transition

- **<u>Answer</u>**: Nothing. Payroll collection is automatic for Marines after 32 days.

Transition

- **<u>Question</u>:** If manual collection must be used for the Marine, information must be forwarded to DO/FO to initiate pay checkage and submitted after collection is complete and reflected on the LES?

Transition

- **Answer**:
  - Substantiating documentation
  - SF 1080

Transition

- **<u>Question</u>:** What is the role of the DO in processing a manual collection for a Marine?

Transition

- **<u>Answer</u>**:
  - Process the manual payroll collection request
  - Upon request, provide confirmation the debt has been deducted from the pay account
- Next: the debt tracking process for non-Marines

Debt Tracking – Others

- For Non-Marines, initiate payroll collection when due process time expires
- Work with the ODTA or LDTA to ensure:
  - Traveler is received into an organization
  - Branch of Service and “agency employed by” are correct

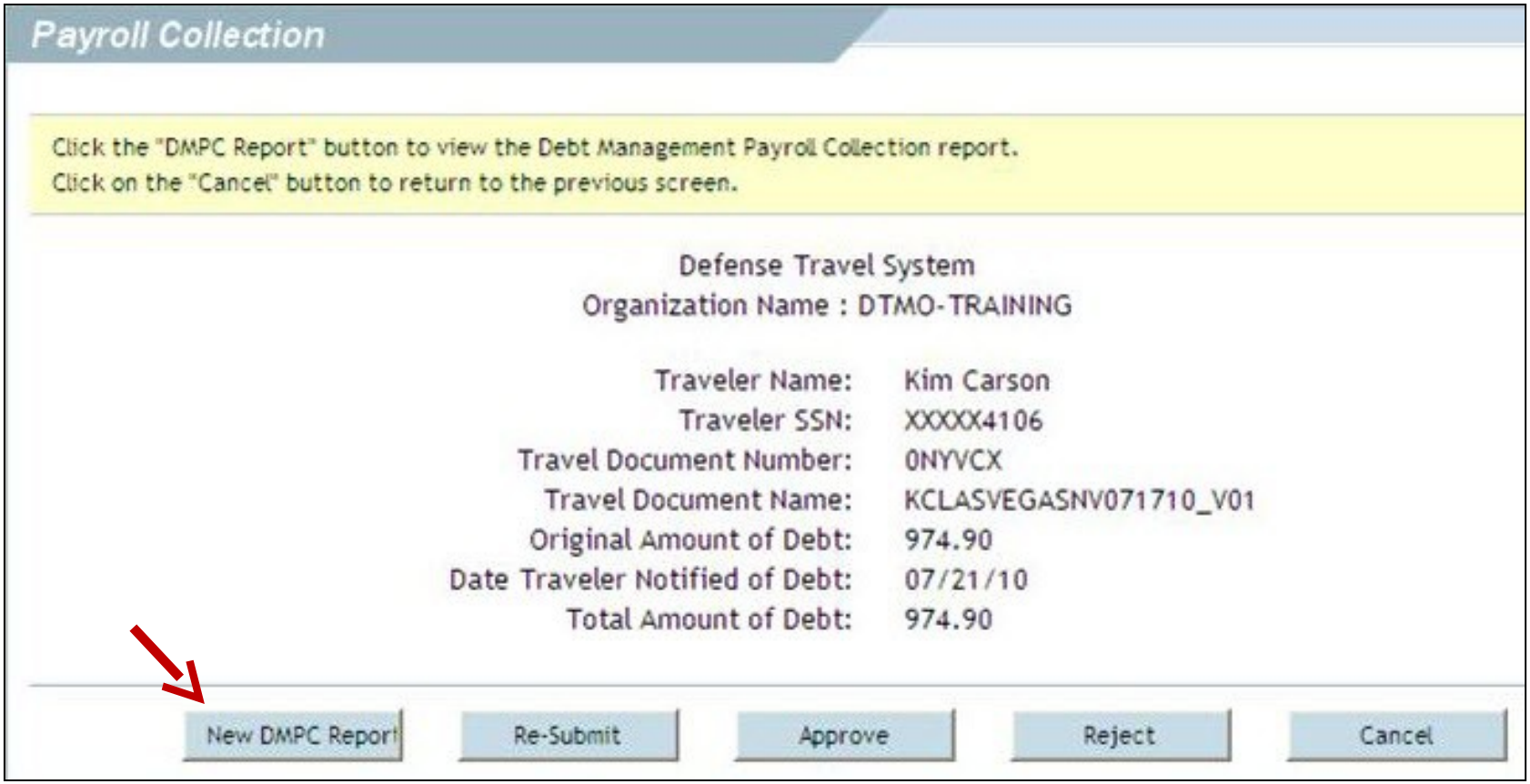
Debt Tracking – Others

- Automated collection process, civil service or non-Marine Service member:
  - From “Debt Details” screen in DMM Gateway, select “Payroll Collection”
  - Amount/Pay Period is amount to be deducted each payday (Monthly amount for Marines)
  - Follow the prompts, complete the form

Debt Tracking – Others

- Automated collection process, civil service or non-Marine Service member:
  - Select Debt Management Payroll Collection Report (DMPC Report): a preview of email DTS sends to payroll
  - Print for your records, select “Submit”
  - Click “Cancel” to return to debt details page
- Do NOT click “Approve” at this time

Payroll Collection - Others


Payroll Collection
Click the "DMPC Report" button to view the Debt Management Payroll Collection report.
Click on the "Cancel" button to return to the previous screen.
Defense Travel System
Organization Name : DTMO-TRAINING
Traveler Name: Kim Carson
Traveler SSN: XXXXX4106
Travel Document Number: 0NYVCX
Travel Document Name: KCLASVEGASNV071710_V01
Original Amount of Debt: 974.90
Date Traveler Notified of Debt: 07/21/10
Total Amount of Debt: 974.90
New DMPC Report
Re-Submit
Approve
Reject
Cancel

Debt Tracking - Others

- DTS encrypts DMPC Report, emails to payroll
- DTS applies “PAY COLLECT REQUESTED”
- Do not apply “APPROVED” now
- DTS send email to traveler and AO when pay deduction is submitted

Debt Tracking – Others

- Payroll emails DMM if accepted or rejected
- If accepted, apply “APPROVED” stamp
  - Each pay period, DFAS receives money and sends AOC to DTS
  - When final payment collected, DTS closes record, applies “DEBT SATISFIED” stamp, notifies traveler and AO

Debt Tracking – Others

- If payroll rejects request, select “Reject”
  - DMM applies “REJECT” stamp
  - Select “Response Imaging”
  - Attach Advice of Rejection to voucher
  - Follow OOS procedures outlined later in

Manual Collection

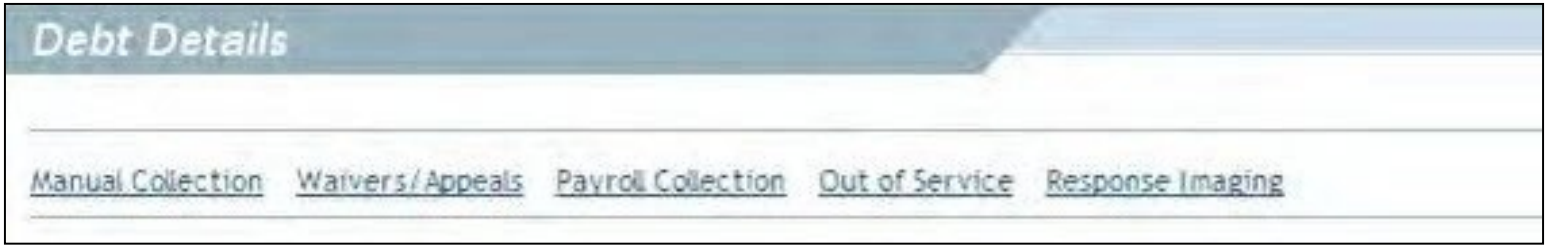
- Manual collection for DOD civilian or non-Marine travelers:
  - Prepare a DD Form 2481 plus DMPC Report
  - DD Form 2481 requests payroll collection and transfers collected funds to correct office

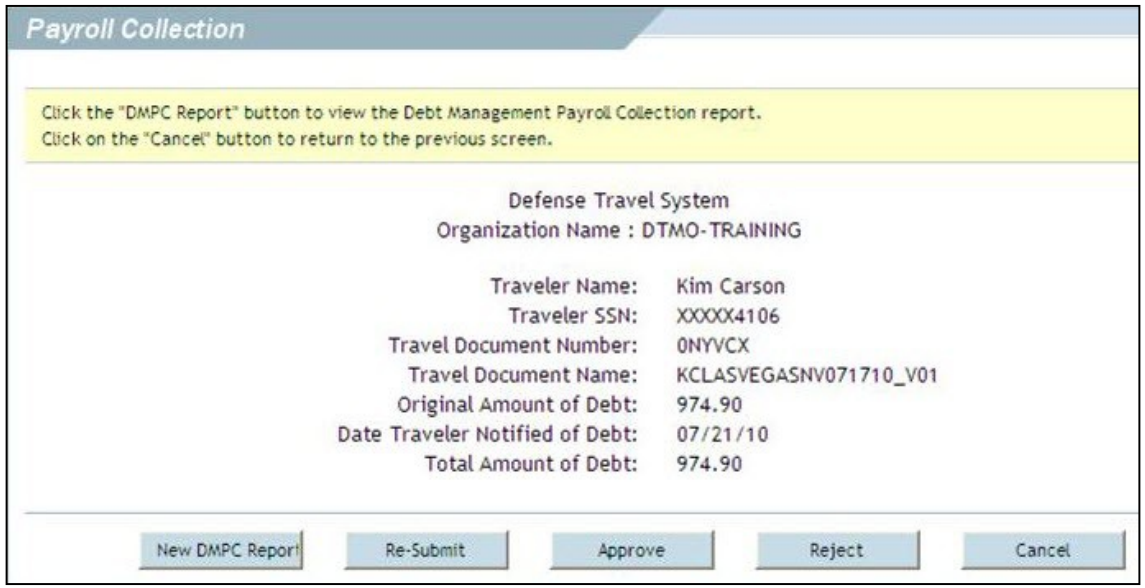
Manual Collection

- Manual collection procedures:
  - Step 1: ensure due process has been served
  - Step 2: Assemble substantiating documentation, which shows individual is indebted and it cannot be processed further in DTS
  - Submit with original DD Form 2481 and manual DMPC report to appropriate payroll office

Debt Tracking - Others

- DMM records payroll system's




Payroll Collection
Click the "DMPC Report" button to view the Debt Management Payroll Collection report.
Click on the "Cancel" button to return to the previous screen.
Defense Travel System
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Original Amount of Debt: 974.90
Date Traveler Notified of Debt: 07/21/10
Total Amount of Debt: 974.90
New DMPC Report
Re-Submit
Approve
Reject
Cancel

Debt Tracking - Others

- DMM records payroll system's response:
  - Select "Debt Details", "Payroll Collection"
  - Select "New DMPC Report"
  - or "Re-Submit" to resend original or changed DMPC report
  - Identify any resubmittal, state reason in Special Notes section

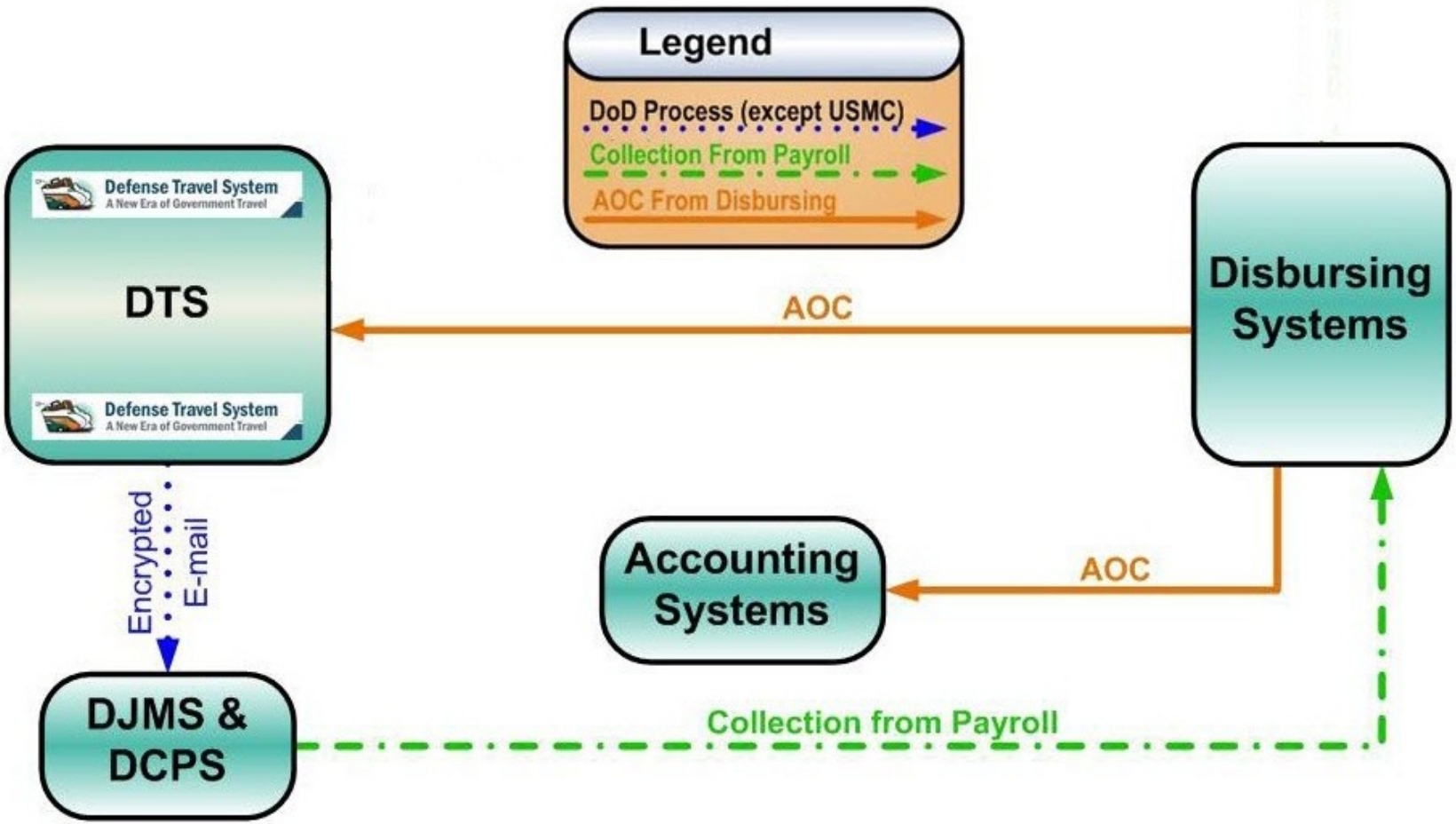
Manual Collection

- DMM records payroll system's response:
  - Select "Approve" when payroll accepts request
  - Print fax cover sheet and attach Advice of Acceptance to voucher
  - Each pay period, payroll office transfers money to DSSN 3801 Disbursing Office

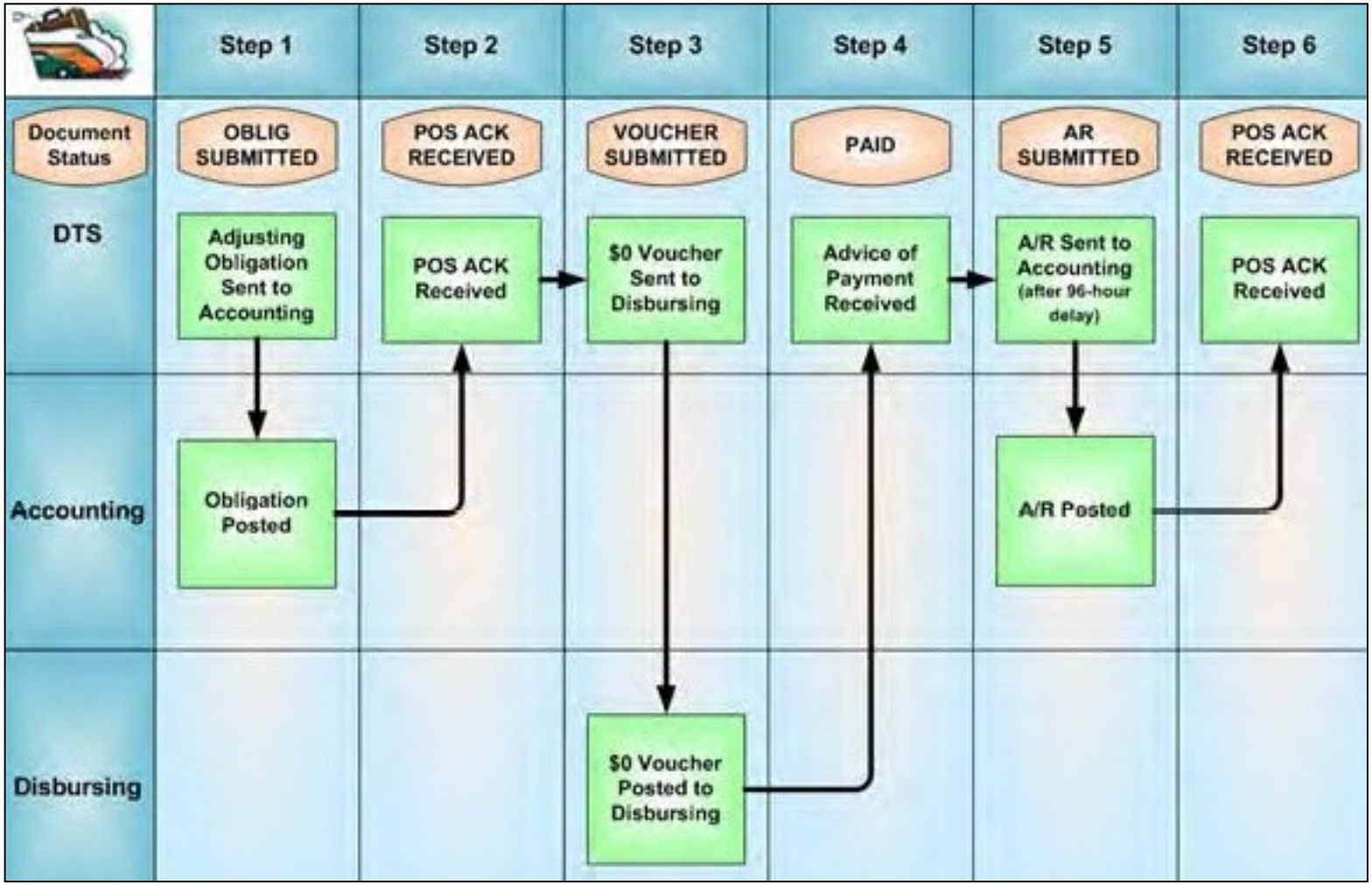
Manual Collection

- DMM records payroll system's response:
  - Disbursing office sends Advice of Collection (AOC) to DTS and accounting system
  - DTA may have to update trip record
  - When final payment collected, DTS closes record, applies "DEBT SATISFIED", notifies traveler and AO

Pay Collection Non-Marine



Posting the A/R



Debt Tracking - Others

- Invitational Travelers (Non-Government/NAF):
  - Attempt to collect from traveler or sponsor
  - Profile must reflect “civilian”, “other” and “agency employed by: unknown”
  - From “Debt Details” screen, select “Payroll Collection”, select “DMPC Report”
  - Send DMPC Report to payroll system

Debt Tracking – Others

- Invitational Travelers:
  - DTS applies “PAY COLLECT REQUESTED”
  - When rejected, select “Reject” in DMM Gateway
  - Select “Response Imaging” to attach rejection
  - Write off $225.00 or less
  - OOS procedures for $225.00 or more

Debt Tracking - Others

- NAF employees:
  - Coordinate remittance from NAF Finance Office before DMM Gateway action
- DMM Gateway is used when only option is to write off/OOS:
  - Profile must reflect “civilian”, “NAF or other/as appropriate” and “agency employed by: unknown”

Debt Tracking – Others

- NAF employees, DMM Gateway:
  - From “Debt Details” screen, select “Payroll Collection”, select “DMPC Report”
  - Print DMPC Report for your records
  - Submit DMPC Report to payroll system
  - DTS applies “PAY COLLECT REQUESTED”

Debt Tracking – Others

- NAF employees, DMM Gateway:
  - When rejected, DMM applies “Reject” in DMM Gateway
  - Select “Response Imaging” to attach rejection
  - DMM applies “PAY COLLECT REJECTED”
  - Write off $225.00 or less
  - OOS procedures for $225.00 or more

Transition

- Questions?
- **<u>Question</u>:** When payroll collection is started for DOD civilian employees, what forms must be completed and forwarded?

Transition

- **<u>Answer</u>**: DMPC Report or DD Form 2481

Transition

- **<u>Question</u>**: Who sends a “No pay due voucher” to the disbursing system when a debt is identified, approved, and receives an A/R POS ACK?

Transition

- **<u>Answer</u>**: DTS
- Next: concluding the debt management process

Write Offs/OOS Transfers

- Requires coordination with DMM and DO/FO
- If Marine separates before collection complete, DO/FO ensures collection at final settlement
- If traveler no longer receives pay from DOD, perform “Write off” or pursues “OOS” debt collection procedures

Write Offs/OOS Transfers

- If no response in 90 days:
  - Verify MCTFS Reserve account
  - If Reserve Service member, resubmit payroll collection
  - Go to TRAS or QCRE screen for type of Reserve
  - If not Reserve, debt is uncollectable; DMM begins write off or OOS transfer process

Note

- Debt “Write-off” or “Debt Transfer” links are available only if the document has been stamped “PAY COLLECT REJECT”

Write Offs/OOS Transfers

- Debt of $225.00 or less:
  - DMM accesses “Debt Details” screen
  - Select “Write-Off”
  - DTS amends voucher , adds “Uncollectable Debt”
  - DMM uploads pay reject email
  - T-Enters $0.00 voucher

Write Offs/OOS Transfers

- Debt of $225.00 or less:
  - DO/FO approves $0.00 voucher
  - Debt is closed and archived
  - SABRS reflects original obligation/loss

Write Offs/OOS Transfers

- Debt of more than $225.00:
  - DMM clicks “OOS Transfer”, creates OOS request
  - OOS Packet sent by email to OOS Office
  - After DFAS sends an OOS acceptance email, click “OOS Approved”, about 90 days
  - DMM uploads copy of OOS debt establishment email

Write Offs/OOS Transfers

- Debt of more than $225.00:
  - DMM T-Enters amended voucher for $0.00 and route to DO/FO for approval
  - Debt is closed and archived
  - SABRS reflects original obligation and transfers accountability to DFAS

Write Offs/OOS Transfers

- Manual process if OOS process is unavailable:
  - OOS packet sent to DFAS
  - Contact DFAS Debt & Claims Management first
  - Full Social Security Number needed
- OOS packet is:
  - OOS Report, DMPC Report, DMPC reject email, Indebtedness Case Letter from Comptroller (see DODFMR)

Archive the Debt

- DTS automatically archives record when debt is properly satisfied and marked $0.00 owed
- DTS updates accounting record, removing the expected refund from Risk Reduction Event (RRE)

A/R Rejects

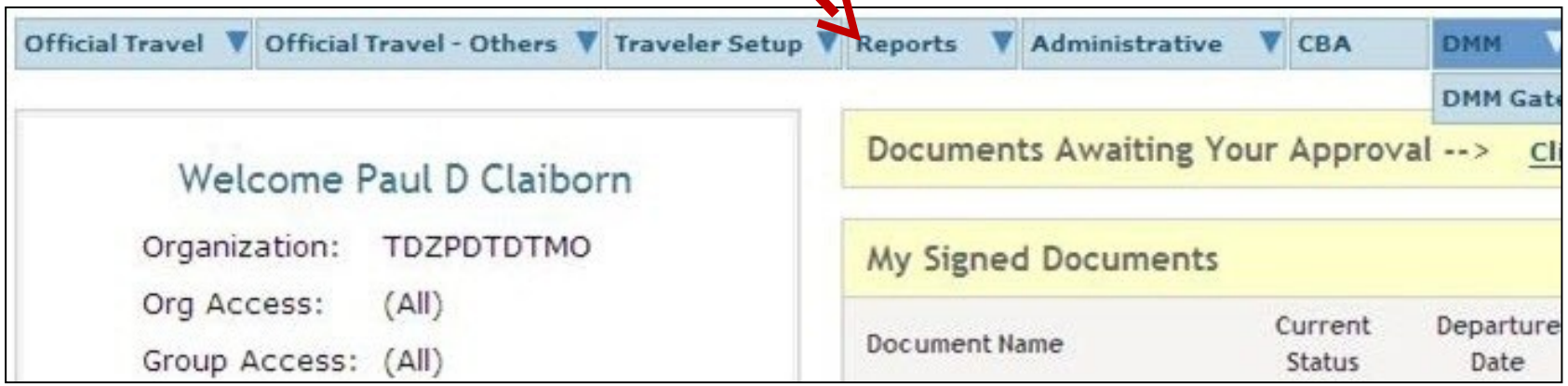
- A/R Rejects will be reviewed, corrected within 5 days after notification
- Cross-reference in SABRS, Table 215
  - Description, reason for error, corrective action
- Also in DTS Manual, Appendix G-13
- Contact the FDTA and LDTA or USMC DTS Helpdesk

Common A/R Rejects

Error Code	Error Name	Error System Description
151 & 152	Cannot Process Accounts Receivable, Advance Disbursement Amount Not equal to $0.00	Disbursement has not liquidated in SABRS. Therefore the DUE US cannot be established.
078	Doc was not cancelled	CBA costs recorded in the accounting system do not match the DTS voucher, LOA mismatch, or method of reimbursement mismatch
075 &	Doc Already Completed	Accounting record already archived. Local Comptroller can

Reports

- DTS Reports Scheduler



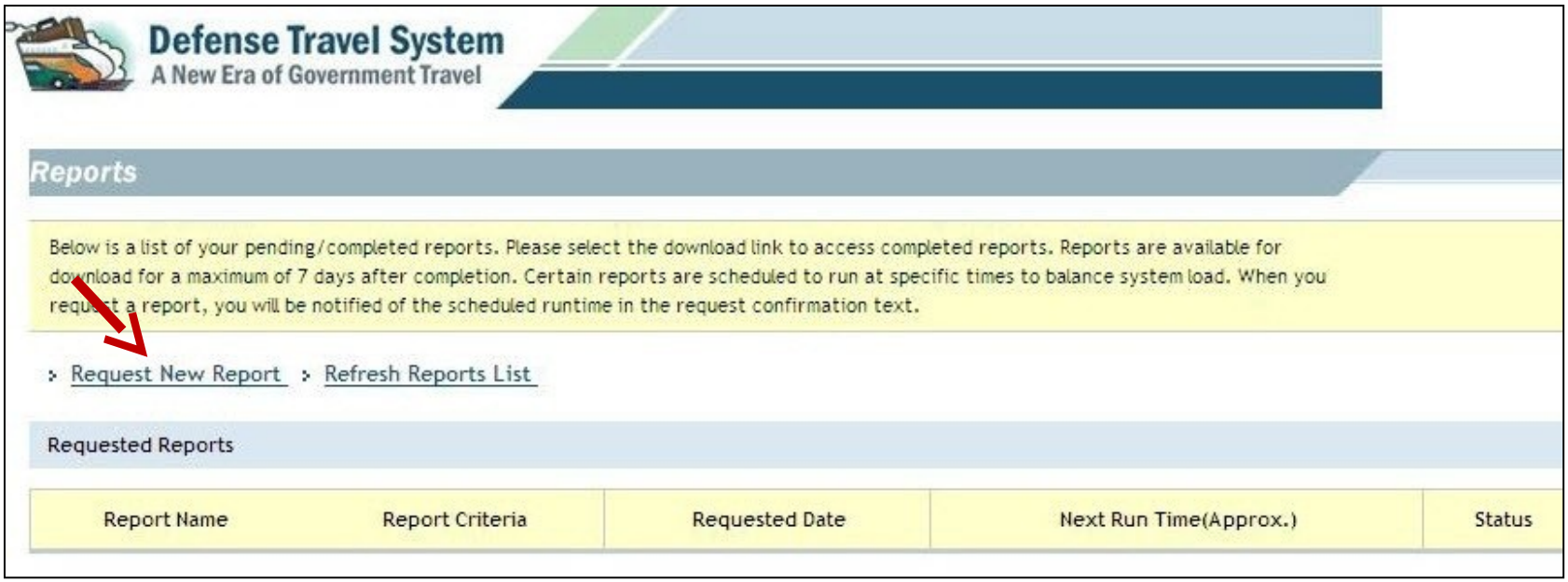
- Reports DMMs responsible for:
  - Approved Status Report, weekly
  - DMM Report, weekly

Reports

- Reports smooth out DTS management:
  - Prevent delays
  - Ensure documents are timely processed
- Organization access required
- Complete search criteria screen
  - Be specific as possible for focused report

Reports

- DTS Report Scheduler:
  - Click on “Request New Report”


Defense Travel System
A New Era of Government Travel
Reports
Below is a list of your pending/completed reports. Please select the download link to access completed reports. Reports are available for download for a maximum of 7 days after completion. Certain reports are scheduled to run at specific times to balance system load. When you request a report, you will be notified of the scheduled runtime in the request confirmation text.
Request New Report
Refresh Reports List
Requested Reports
Report Name
Report Criteria
Requested Date
Next Run Time(Approx.)
Status

Reports

- DTS Report Scheduler:
  - Select link for desired report
  - Complete search criteria
  - Do not select “Debt History”
  - Select “Submit”

Defense Travel System
A New Era of Government Travel
Reports
Report Scheduler Home
The following reports are available in the Report Scheduler. Please select a report below to continue:

Debt Management Report

Reports

Debt Management Report

Defense Travel System
Debt Management Report - Summary
Organization Name : D
Report Run Date : 05/06/05

Sort By Traveler Name	Sort By Traveler SSN	Sorted By Travel Document Number	Travel Document Name	Date Debt Incurred	Sort By Date Traveler Notified of Debt	Original Amount of Debt	Offsets and Collections			Current Balance Due U.S.	Sort By Debt Status	Days Since Last Activity	Total Age of Debt
							Last Offset Date	Last Offset Action	Last Offset Amount				
Luke Sloan	XXX-XX-5590	0NUNV7	LS042205_L01-02	04/25/05	04/25/05	175.00	04/25/05	WAIVER REQ SUBMIT	140.00	202.75	Not Set	11	11
Luke Sloan	XXX-XX-5590	0NUNVD	LSCOLUMBIAMD042605_V01	04/25/05	04/25/05	50.00	04/25/05	DUE US	50.00	50.00	04/26/05	11	11
Luke Sloan	XXX-XX-5590	0NUMWN	LSDAYTONOH042205_V01-01	04/20/05	04/20/05	150.00	04/21/05	DEBT SATISFIED	150.00	0.00	Not Set	15	16
Luke Sloan	XXX-XX-5590	0NUNAB	LSDAYTONOH042205_V02	04/22/05	04/22/05	150.00	04/22/05	DUE US	150.00	150.00	05/22/05	14	14

Return Generate CSV Report

Reports

- Retrieve Debt Management Report:
  - Available in Report Scheduler
  - Ensures actions are initiated and completed
  - DTS emails DMM when report is ready
  - Run the report weekly
  - Maintain report for current and previous year

Transition

- Questions?
- **<u>Question</u>:** When does the DMM process the “OOS APPROVED” Stamp?

Transition

- **<u>Answer</u>**: When the debt is more than $225.00 and cannot be collected.

Transition

- **<u>Question</u>**: What is the reason for DTS reports?

Transition

- **Answer**:
  - Reports smooth out DTS management
  - Prevent delays
  - Ensure documents are timely processed
- Next: identify applicable regulations

Identify Regulations

- Details are in your Student Guide:
  - JTR
  - DOD FMR 7000.14-R, Volume 5, Chapter 33
  - DOD FMR 7000.14-R, Volume 9, Chapter 2
  - MCO 4650.39A

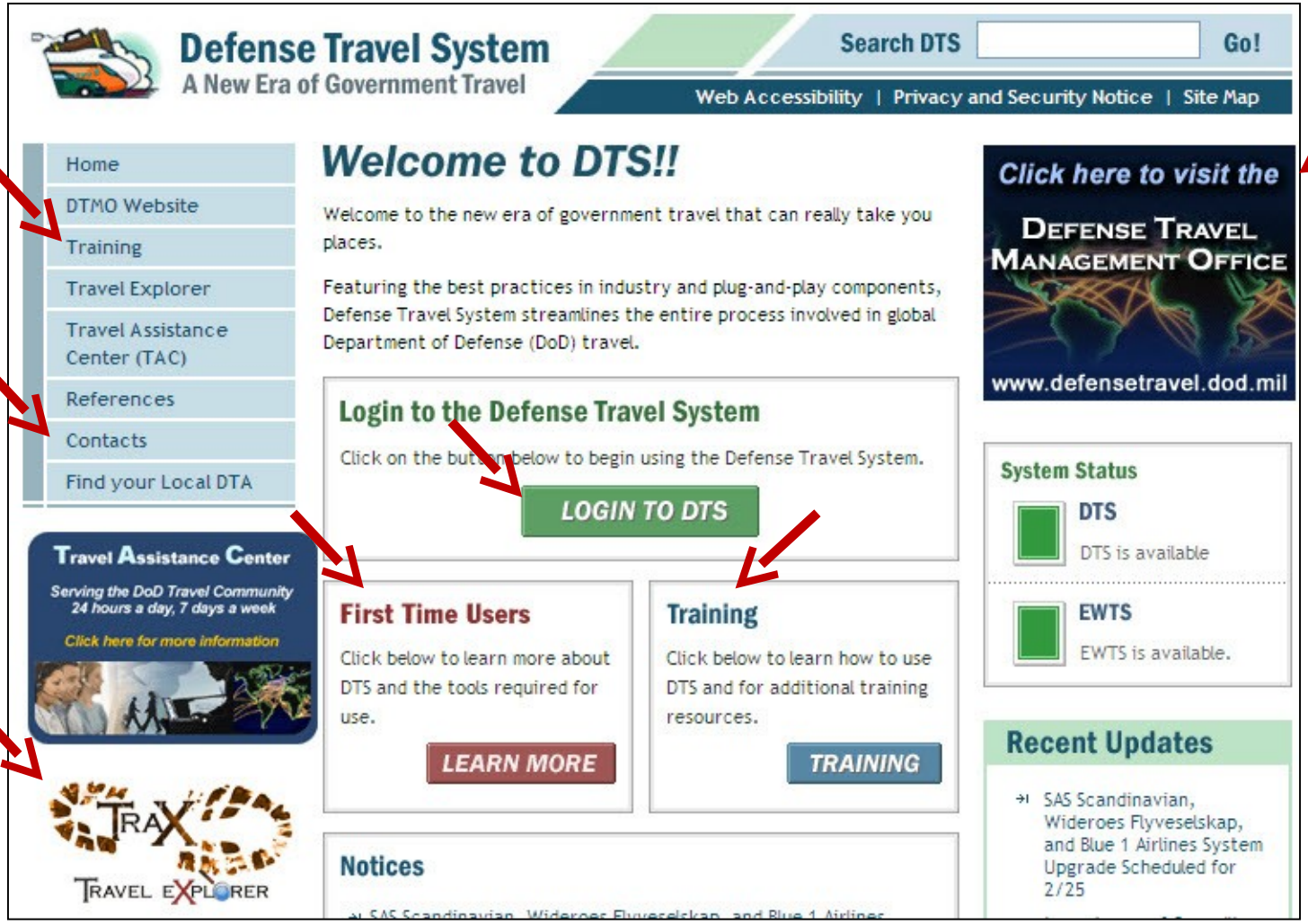
Transition

- Questions?
- **<u>Question</u>**: Which regulation provides Marine Corps policy, guidance, and procedures for DTS?

Transition

- **Answer**: MCO 4650.39A
- Next: identify available resources

Identify Resources


Defense Travel System
A New Era of Government Travel
Search DTS
Go!
Web Accessibility | Privacy and Security Notice | Site Map
Home
DTMO Website
Training
Travel Explorer
Travel Assistance Center (TAC)
References
Contacts
Find your Local DTA
Welcome to DTS!!
Welcome to the new era of government travel that can really take you places.
Featuring the best practices in industry and plug-and-play components, Defense Travel System streamlines the entire process involved in global Department of Defense (DoD) travel.
Login to the Defense Travel System
Click on the button below to begin using the Defense Travel System.
LOGIN TO DTS
Click here to visit the
DEFENSE TRAVEL MANAGEMENT OFFICE
www.defensetravel.dod.mil
System Status
DTS
DTS is available
EWTS
EWTS is available.
Travel Assistance Center
Serving the DoD Travel Community 24 hours a day, 7 days a week
Click here for more information
First Time Users
Click below to learn more about DTS and the tools required for use.
LEARN MORE
Training
Click below to learn how to use DTS and for additional training resources.
TRAINING
Recent Updates
SAS Scandinavian, Wideroes Flyveselskap, and Blue 1 Airlines System Upgrade Scheduled for 2/25
TRAX
TRAVEL EXPLORER
Notices

Identify Resources

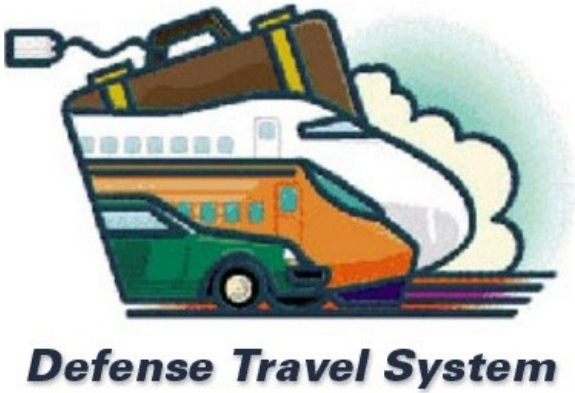
- DTS website:
  - Login to DTS
  - Access “Training” and “Resource Lookup”
- DTMO Travel Explorer (TraX):
  - Register and login
  - Access “Knowledge Center” tab and “Training” tab

Identify Resources

- DOD DTS Best Practices
- Defense Travel Administrator's Manual
- Guide to Managing Travel-Incurred Debt
- Enterprise Web Training System (EWTS):
  - Mirrors DTS
  - Contact USMC DTS Helpdesk for assistance

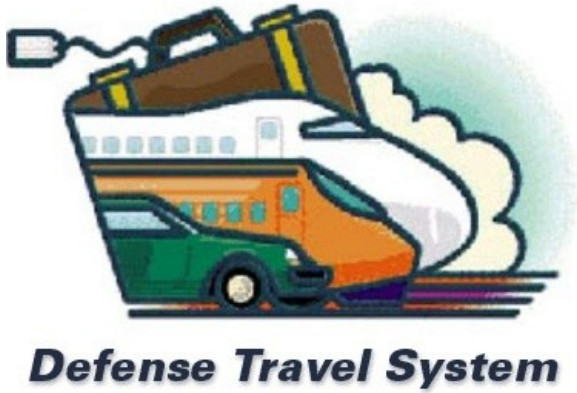
Identify Resources

- Local Tier I and Tier II Helpdesk contact information:

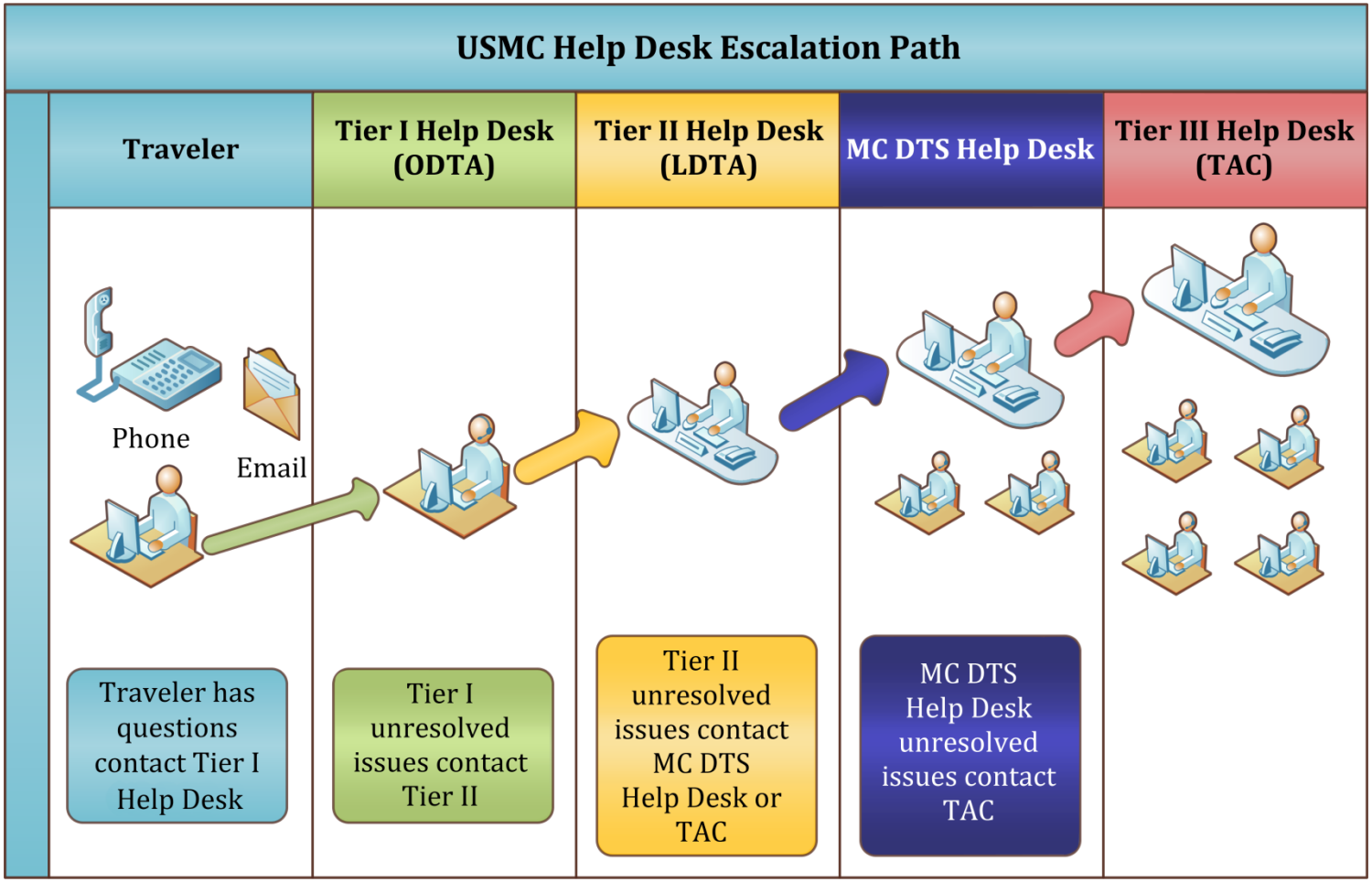


Identify Resources

- USMC DTS Helpdesk:
  - Resource for travelers and installation-level DTAs
  - Training available



Path of Escalation


USMC Help Desk Escalation Path
Traveler
Tier I Help Desk (ODTA)
Tier II Help Desk (LDTA)
MC DTS Help Desk
Tier III Help Desk (TAC)
Phone
Email
Traveler has questions contact Tier I Help Desk
Tier I unresolved issues contact Tier II
Tier II unresolved issues contact MC DTS Help Desk or TAC
MC DTS Help Desk unresolved issues contact TAC

Transition

- Questions?
- Next: summary

Summary

- The following topics were discussed :
  - Identify the role of DMM
  - Identify DMM responsibilities
  - Debt management process
  - Debt tracking process for Marines
  - Debt tracking process for non-Marines
  - Concluding the debt management process
  - Identify applicable regulations and resources

Discussion/Questions